

# ASSEMBLY, No. 4487

## STATE OF NEW JERSEY 219th LEGISLATURE

INTRODUCED AUGUST 10, 2020

**Sponsored by:**

**Assemblyman DANIEL R. BENSON**

**District 14 (Mercer and Middlesex)**

**Assemblyman WILLIAM F. MOEN, JR.**

**District 5 (Camden and Gloucester)**

**Assemblyman JON M. BRAMNICK**

**District 21 (Morris, Somerset and Union)**

**Co-Sponsored by:**

**Assemblymen Johnson, McGuckin, Catalano, DiMaio, Assemblywoman  
Chaparro and Assemblyman Freiman**

**SYNOPSIS**

Establishes NJMVC Virtual Check-In Pilot Program.

**CURRENT VERSION OF TEXT**

As introduced.



**(Sponsorship Updated As Of: 10/22/2020)**

1 AN ACT establishing a New Jersey Motor Vehicle Commission  
2 Virtual Check-In Pilot Program.

3

4 **BE IT ENACTED** by the Senate and General Assembly of the State  
5 of New Jersey:

6

7 1. a. The New Jersey Motor Vehicle Commission, in  
8 consultation with the Office of Information Technology, shall  
9 establish a one-year pilot program known as the NJMVC Virtual  
10 Check-In Pilot Program. The pilot program shall allow a customer  
11 visiting a commission agency to:

12 (1) reserve a spot in the queue through the commission's  
13 Internet website without being physically present at the commission  
14 agency;

15 (2) advance in the queue without being physically present at the  
16 commission agency; and

17 (3) check-in remotely from the parking lot of the commission  
18 agency by using a mobile application developed pursuant to  
19 subsection e. of this section to claim the customer's spot in the  
20 queue; or, if the customer is not able to check-in remotely, check-in  
21 in-person at the commission agency by using a kiosk or tablet or by  
22 speaking with a commission employee, as determined by the Chief  
23 Administrator of the New Jersey Motor Vehicle Commission.

24 b. The customer shall have four hours or less, as determined by  
25 the commission, from the time the customer reserves a virtual spot  
26 in the queue to check-in remotely from the parking lot of the  
27 commission agency or in-person at the commission agency.

28 c. Under the pilot program, the commission shall allow a  
29 customer who is physically present in the parking lot of a  
30 commission agency, but who has not reserved a virtual spot in the  
31 queue on the commission's Internet website prior to arriving at the  
32 agency, to check-in remotely from the agency's parking lot by using  
33 a mobile application developed pursuant to subsection e. of this  
34 section to reserve a spot in the queue.

35 d. After a customer checks-in remotely from the parking lot of  
36 the commission agency or in-person at the commission agency, the  
37 commission shall either:

38 (1) notify the customer electronically when the customer may  
39 enter the commission agency to complete the requested transaction;  
40 or

41 (2) send a commission employee to the customer waiting  
42 outside of the agency to ensure that the customer has the required  
43 documentation to complete the requested transaction and to notify  
44 the customer when the customer may enter the commission agency  
45 to complete the requested transaction.

46 e. The commission, in consultation with the Office of  
47 Information Technology, shall contract with a private or public  
48 entity to develop and maintain a mobile application to allow

1 customers to check-in remotely to a commission agency when the  
2 customer is physically present in the parking lot of the agency. The  
3 mobile application shall be available in English and Spanish.

4 f. The Chief Administrator of the New Jersey Motor Vehicle  
5 Commission shall select at least 10 commission agencies to  
6 participate in the pilot program.

7  
8 2. Within 150 days after the completion of the one-year pilot  
9 program, the Chief Administrator shall decide whether to continue  
10 the pilot program. Within 180 days after completion of the one-  
11 year pilot program, the Chief Administrator of the New Jersey  
12 Motor Vehicle Commission shall prepare and submit a report to the  
13 Governor and, pursuant to section 2 of P.L.1991, c.164 (C.52:14-  
14 19.1), to the Legislature containing an evaluation of the pilot  
15 program. The report shall provide a comprehensive review of the  
16 pilot program, including, but not limited to, an evaluation of the  
17 effectiveness of the pilot program, an evaluation of whether the  
18 pilot program will continue and be expanded to additional  
19 commission agencies, and any other information the chief  
20 administrator determines is relevant to the report.

21  
22 3. This act shall take effect 30 days after enactment, but the  
23 Chief Administrator of the New Jersey Motor Vehicle Commission  
24 may take such anticipatory administrative action in advance as may  
25 be necessary for the implementation of this act.

#### 26 27 28 STATEMENT

29  
30 This bill requires the New Jersey Motor Vehicle Commission  
31 (commission), in consultation with the Office of Information  
32 Technology, to establish a one-year NJMVC Virtual Check-in Pilot  
33 Program.

34 Under the bill, the pilot program is required to allow a customer  
35 visiting a commission agency to: (1) reserve a spot in the queue  
36 through the commission's Internet website without being physically  
37 present at the agency; (2) advance in the queue without being  
38 physically present at the agency; and (3) check-in remotely from the  
39 parking lot of the agency by using a mobile application to claim the  
40 customer's spot in the queue, or check-in in-person at the agency by  
41 using a kiosk or tablet or by speaking with a commission employee.

42 The customer is to have four hours or less, as determined by the  
43 commission, from the time the customer reserves a virtual spot in  
44 the queue to check-in remotely from the agency's parking lot. The  
45 commission is required to allow a person who is physically present  
46 in the agency's parking lot, but who has not reserved a virtual spot  
47 in the queue on the commission's Internet website, to check-in  
48 remotely and reserve a spot in the queue from the agency's parking

1 lot by using a mobile application. After the customer checks-in  
2 remotely or checks-in in-person, the commission is required to  
3 either notify the customer electronically when the customer may  
4 enter the commission agency to complete the requested transaction,  
5 or send a commission employee to the customer waiting outside of  
6 the agency to ensure that the customer has the required  
7 documentation to complete the requested transaction and to notify  
8 the customer when the customer may enter the agency to complete  
9 the requested transaction.

10 Under the bill, the commission, in consultation with the Office of  
11 Information Technology, is required to contract with an entity to  
12 develop and maintain a mobile application that allows customers to  
13 check-in remotely when physically present in the parking lot of the  
14 agency. The mobile application is to be available in English and  
15 Spanish.

16 The Chief Administrator of the commission is required to select  
17 at least 10 commission agencies to participate in the pilot program  
18 and is to decide whether to continue the pilot program within 150  
19 days after the completion of the pilot program. The chief  
20 administrator is also required to prepare and submit a report to the  
21 Governor and Legislature within 180 days after the completion of  
22 the pilot program.